



Long-Term Care & Services for Seniors Division
Hillsdale Estates Newsletter
Issue 2, August 2020



Mission

Strong People...Caring Communities...Our Future!

Vision

Provide a community that embraces excellence in person-centred care

We Value

Innovation, Collaboration, Accountability, Respect, Excellence

LTC and Services for Seniors Division news

Director's message

As most of the province continues to open up and people resume activities, there is a risk that Ontarians will feel this means that COVID-19 is not as threatening as before. While it is true that the incidence of the virus has declined significantly, it is still a very real and dangerous pandemic in our province, country and around the globe. It is critical that we do not let our guard down. I strongly urge each and every one of you to continue to be cautious at work and in your personal lives including wearing masks when you cannot social distance and limiting your interactions with others.

COVID-19 has been a particularly challenging time for families and caregivers who have not been able to visit or provide care to those living in long-term care homes (LTCH). Under the direction of the Ministry of Long-Term Care, our homes opened to outdoor visits on June 18. Indoor visits began on July 22 in a limited manner. As the pandemic situation evolves in Ontario, direction involving visits at LTCH will be adjusted as necessary, keeping the safety and emotional well-being of residents and staff at the forefront. I want to thank the staff at each of the homes for facilitating these visits, and we look forward to expanding these visits when it is safe to do so.

Finally, I want to thank the residents, families and staff for your understanding during this difficult time and to encourage you to reach out to a member of our management team if you have any questions or concerns about any policies, decisions or actions that we are taking in responding to COVID-19 in our homes.

~Laura MacDermaid, Director, Long-Term Care and Services for Seniors



If you require this information in an accessible format, please contact Tammy Clarke, Administrative Assistant at 905-579-1777 ext. 6314.

Quality

2020 Resident/Family Annual Satisfaction Survey is coming soon

This fall, the annual satisfaction survey will be given to all residents who can complete it and be mailed to family members. Taking the time to complete the survey will help us to understand how we are doing. Please stay tuned for more information on when the survey is coming out.

Infection Prevention and Control

Non-Medical Masks

Safe Use of Non-Medical Masks

Wearing non-medical masks or face coverings is now required in commercial establishments within Durham Region.

These commercial establishments include:

- retail stores
- malls/plazas
- personal service settings
- gas stations
- mechanics' shops/garages
- convenience stores
- restaurants
- grocery stores and bakeries
- indoor farmers' markets

Following regulations and guidelines goes beyond the walls of our long-term care homes. It is important that we follow the unique rules within our community that are put in place by the establishments and public health. These rules can include:

- Customer directional signage.
- The use of a mask in a restaurant, except when outside on the patio or while eating.
- Screening assessments.
- A limit on the number of occupants within the establishment.

Please visit durham.ca/novelcoronavirus to become familiar with this policy.

The COVID-19 virus (SARS-CoV-2) is typically spread via infected respiratory droplets when we cough, sneeze or talk. Masks work by limiting expired respiratory droplets and reducing the risk of transmission.

However, masks are only effective when they are used properly.

Non-Medical Masks (continued)

How to Wear a Non-Medical Mask Safely

1. Wash your hands with soap and water or an alcohol-based hand rub (ABHR) with 70 to 90 per cent alcohol content before picking up your mask.
2. Inspect the mask for any damage. Masks that are dirty, have holes, or have tears in them should be discarded.
3. Depending on the style of the mask you are using, follow these steps:
 - Face mask with ear loops: Hold the mask by the ear loops and place a loop around each ear.
 - Face mask with elastic bands: Hold the front of the mask with your hands and pull the top strap over your head resting it on the top-back of your head, and then pull the bottom strap over your head resting it around your neck.
 - Face mask with string ties: Hold the upper strings so the top edge of the mask rests on the bridge of your nose and then tie it around the top-back of your head. Tie the bottom strings around your neck.
4. Adjust the mask to your face so that it covers your mouth, nose and chin; without leaving gaps on the sides.

How to Remove a Non-Medical Mask Safely

1. Always wash your hands with soap and water or an alcohol-based rub (ABHR) with 70 to 90 per cent alcohol content before removing the mask.
2. Depending on the style of the mask you are using, follow these steps:
 - Face mask with ear loops: Remove the mask by lifting both ear loops.
 - Face mask with elastic bands: Remove the mask by lifting the bottom strap first over your head, followed by the top strap over your head.
 - Face mask with string ties: Remove the mask by untying the bottom string first, followed by the top string.
3. Pull the mask away from your face and keep it away from surfaces.
4. Store the mask in a clean resealable bag if it is not dirty; and wash the mask with soap and hot water at least once a day. NOTE: Always pick up the mask by the straps or loops, and not by the front or inside of the mask face.
5. Always finish with washing your hands with soap and water or an alcohol-based hand rub (ABHR) with 70 to 90 per cent alcohol content after removing your mask.

Mask Safety Tips

- Avoid touching the front of your mask. You should assume that the front of your mask is contaminated.
- Do not wear a mask that does not fit properly.
- Do not lower your mask below your nose or your mouth. For example, when you are talking with someone.
- Do not remove your mask when you are within two meters of others.
- Never share your mask with others.

Social/Physical Distancing and Hand Hygiene

It is important to remember that masks do not replace social distancing and physical distancing.

Please continue to maintain a safe six feet/two metres distance from others even when wearing a mask, clean your hands frequently, self monitor for any COVID-19 symptoms, and answer screening questions honestly.



Health and Wellness News

Sun and Heat Safety

It is important to exercise caution during the hot weather.

While extreme heat can put everyone at risk from heat illnesses, health risks are greatest for the elderly, infants and young children, and those who have chronic illnesses or are physically impaired.

Extreme heat may increase your health risks if you have breathing difficulties, heart or kidney problems, hypertension, Parkinson's disease or a mental disorder.

Sun Safety Tips

- Dress for the weather, wear loose-fitting, light-coloured clothing made from breathable fabric.
- Stay hydrated, drink plenty of cool liquids, especially water, before you feel thirsty to decrease your risk of dehydration.
- Avoid sun exposure. Wear a wide-brimmed, breathable hat.
- Wear sunglasses. Make sure they provide protection against UVA and UVB rays.
- Limit your time in the sun, especially between 11 a.m. and 4 p.m.
- Use sunscreen with a sun protection factor of at least 15. The sunscreen should also say broad-spectrum on the label, to screen out most of the UVA and UVB rays.



Sunburn

Sunburn is caused by overexposure to UV rays. While the symptoms are usually temporary, skin damage is cumulative throughout a person's life and can develop into serious long-term health effects, including skin cancer.

Reflections off snow, water, sand and concrete can increase the effect of UV rays. Protect yourself on cloudy days when you're swimming.

If you have been in the sun long enough to get a severe sunburn, you may be at increased risk of heat illness.

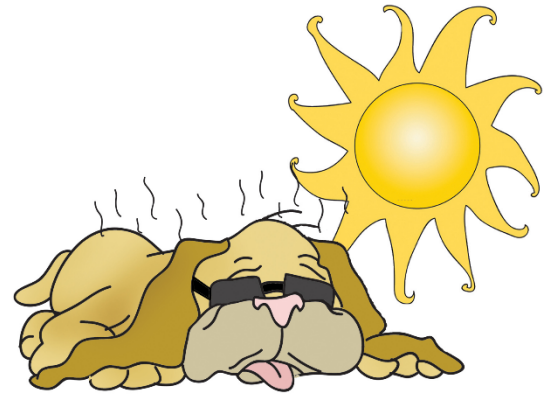
Heat Illness

Heat illnesses include heat stroke, heat exhaustion, heat fainting, heat edema (swelling of hands, feet and ankles), heat rash and heat cramps (muscle cramps). Heat illnesses can affect you quickly and are mainly caused by overexposure or overexertion in the heat.

Watch for symptoms of heat illness, which include:

- dizziness or fainting
- nausea or vomiting
- headache
- rapid breathing and heartbeat
- extreme thirst (dry mouth or sticky saliva)
- decreased urination with unusually dark yellow urine

If you experience any of these symptoms during hot weather, immediately move to a cool place and drink liquids. Water is best.



Influenza Management Program 2020

As flu season approaches, we must all remember that the risk for ongoing spread of COVID-19 virus remains. We are working collaboratively with Public Health to develop a comprehensive flu campaign during these unprecedented times. Flu symptoms can be very similar to COVID-19 symptoms, so it is critical this year that staff do what they can to avoid getting the seasonal flu. While there is no vaccine yet for COVID-19, there is one for seasonal flu.

Seasonal influenza is a serious public health problem that causes severe illness and death in high risk populations. The most effective way to prevent the disease is vaccination.

Letters will be sent out to staff in September outlining the Influenza Management program and the responsibilities of staff members to either obtain their flu shot or take an anti-viral medication.

Flu shot clinics will again be offered on-site in the Homes. Stay tuned!



Keeping you informed

Visitor Process in Long-Term Care

Following all provincial direction, our homes have begun to receive visitors. We offer outdoor and indoor visits. We are committed to ensuring these visits are enjoyable and safe allowing for proper physical distancing and infection control practices. All visitors will go through a screening process. The screening will depend upon the type of visit. All visits will need to be scheduled with the home. Please visit the website for more information on visiting our long-term care homes: durham.ca/LTCUpdates.

Visitor Process in Long-Term Care (continued)

Outdoor Visits

The active screening will include answering questions and having a temperature check. There is no longer a requirement to attest to a negative COVID-19 test for outdoor visits. It is important to bring your own face mask to the outdoor visit and wash/sanitize your hands before and after your visit. Each resident can receive up to two visitors once per week for 30 minutes. Outdoor visits are weather dependent. Visitor washrooms are not available for outdoor visits.

Indoor visits

The active screening will include answering questions, having a temperature check and attesting to a negative COVID-19 test results in the last two weeks and subsequently not having tested positive. Visitors will be provided with a surgical mask which must be worn at all times during the visit. Residents can receive up to two visitors once per week for 30 minutes. There will be no indoor visitors under the age of 12.

Essential Caregivers

Essential caregivers are individuals who are not staff and provide care services to one resident at a home. In many cases, these essential caregivers are family members. Essential caregivers are not accessing the home primarily for social reasons, but rather to provide service and basic care such as assistance with feeding, or management of responsive behaviours. Screening for essential caregivers includes questions, attestation to a negative COVID-19 test in the past 14 days and subsequently not tested positive. Essential caregivers can visit once a week for 60 minutes and will provide support to the resident in their room.

We are all in this together to ensure that those who live, work and visit our homes are safe and healthy. Please contact the home if you are interested in learning more about visiting the home.

Personal Care Services

We are working on the resumption of personal care services. These would be services from individuals that either have a contractual relationship with the Region of Durham or a facilitated agreement. These services are independent of the homes' operations and provide a service to residents within the home. This includes but is not limited to hair salons, foot care, dental care and optometrists. Please inquire with your home on their process for resuming these services.



**Welcome
back!**



Rate Reduction Information

If you or your loved one qualify for an accommodation rate reduction, it is that time of year again to provide a completed rate reduction application along with a copy of the 2019 Notice of Assessment from your tax return. The Ministry of Long-Term Care recognizes that there may have been some delay in the completion of 2019 taxes, so they have extended the application time frame to the end of September. However, if a rate reduction application and documentation have not yet been received, by September 28, 2020 your rate will revert to the basic accommodation rate. If documentation is received prior to September 28, 2020 the rate will be adjusted and retroactive to July 1, 2020. If documentation is received after September 28, 2020 a request will be submitted to the Director at the Ministry of Health to request a change in start date to July 1, 2020. This request may or may not be approved.

The Ministry of Long-Term Care has announced that there will be no annual increase for those residents who pay the full basic or a preferred accommodation rate for the period beginning July 1, 2020. This has been deferred until January 1, 2021. Rate reductions are applicable effective July 1, 2020. When available from the Ministry of Health, we will send out the new rates for full basic and preferred accommodation.

Hillsdale Estates news

Recreation and Therapy

Pub Night

With the shutdown, one of the biggest complaints that Recreation staff have received was about there being no pub night. What better way to have fun than to bring pub night to the residents!



The Recreation and Therapy departments have had to make several changes to their programming in order to meet the social distancing guidelines and to facilitate visits of family members. A number of new Resident Care Aides (RCAs) have been hired to assist during this difficult time.

Environmental Services

Tub Room Renovations

One of the most highly anticipated environmental projects, Phase 2 of renovations has begun!

Phase 1 for the Moonlight Bay, Golden Pond, and Honey Harbour resident home areas was completed in early March and the opening included a ribbon cutting ceremony.

Phase 2 has begun for Pineridge Place, Willow Way and Maple Grove. It is expected to be completed very soon. The renovations are being made to create a more accessible area for residents. New amenities will include a more comfortable temperature-controlled atmosphere, better air flow, new lighting and new flooring.

For questions or concerns, please speak with the Resident Care Coordinator or Director of Care.



Administration

Donations

Over the past few months we have received an incredible amount of community support in various forms. We have received signs, posters, decorated rocks in the garden, old car drive-by parades, farm friends dressed in costume singing and dancing around the building, cleaning supplies, personal use masks, and coffee and donuts for staff. Just to name a few others with some details:

- Tim Hortons on several occasions have delivered many cups of coffee and several donuts for staff to enjoy.
- The Oshawa Center donated 160 N95 masks to the home.
- Frantastic provided meal kits for all staff.
- Tanya Tierney Team provided coffee and snacks for all staff.
- Gerdeau Whitby Steel Mill donated an 18.9 litre pail of hand sanitizer from the local Brock Street Brewery.
- John Powell, Mechanical Maintenance worker at Hillsdale Terraces donated a large amount of plastic head pieces for the straps of the mask.
- Hillsdale Estates Family Council provided coffee and donuts for all staff.



- Our Regional Chair, CAO and Commissioner celebrated staff by handing out cupcakes on May 13.

One of our most memorable moments that we will all cherish was from our dear friend and neighbor Mr. Eric Fisher, who is a WW2 veteran and 95 years young.

Mr. Fisher was inspired by the recent story of a British Veteran in the UK who walked to raise money. He decided he would start walking around the parking lot of his building, and on each lap he'd put money in a jar, and use the money to buy coffee or treats for frontline workers. His daughter is a PSW in a home in Deep River, and he just wanted to say thank you for all the hard work being done. His hope was to have enough money to buy something each month for the Estates frontline workers and for the staff at the home where his daughter works.

On May 29 at 10 a.m. our balconies and the front entrance were filled with staff welcoming Mr. Fisher with a huge round of applause, whistles and shouts!



(Left: Mike MacDonald, Administrator; Right: Mr. Eric Fisher)

Welcome New Leadership Team Members



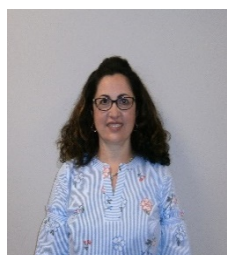
Jeff Gardner is a Primary Health Care Nurse Practitioner who has worked in hospital, community, and long-term care settings providing frontline care to frail, complex, and dying patients. Nurse Practitioners are advanced care nurses with an expanded scope of practice which allows for prescribing of medications, the ordering of laboratory and diagnostic tests, and the management of acute and chronic illnesses.

Jeff comes to us from the Central East Local Health Integration Network where he has worked alongside Hillsdale Estates and our three sister homes providing acute intervention to residents to prevent unnecessary hospitalization. Jeff will work alongside our physician team in supporting resident care while spearheading the Behavioural Supports Ontario program, the Pain and Symptom Management program, and the introduction of virtual care models here at the Estates.

Jeff is a longtime Region of Durham resident, a bedraggled father of three highly active kids, and an alumni of Lakehead University, Ryerson University and the University of Waterloo.



Erika Gilbert is a Social Worker at Hillsdale Estates, and started in her role on April 1. Erika graduated from the Master of Social Work (MSW) program at the University of Toronto. Erika has worked in healthcare and the community, including Toronto Western Hospital, Barrie Hospital and the Alzheimer Society. Erika is passionate in her work and hopes to support individuals in maintaining their health and well-being. Erika loves spending time with the residents and families and learning about their life story. All residents and family members at the Estates are welcome to request Erika's social work support! Erika is really looking forward to getting to know everyone.



Lisa Mizzi RN, BScN, MScAH is a Registered Nurse with over 20 years' experience in healthcare leadership. She started in the role of Assistant Administrator at Hillsdale Estates in June of this year. Prior to coming to the Region, Lisa held the position of Director, Home and Community Care at the Central East Local Health Integration Network. In this role, Lisa was responsible for long-term care, adult day programs, assisted living programs, and Behavioural Supports Ontario.

Lisa obtained her RN BScN degree from the University of Toronto in 1992, and her Master of Science degree in Aging and Health from Queen's University in 2019. Lisa has a keen interest in capacity and Elder Law, and completed the Osgoode Certificate in Elder Law in 2015. On a personal note, Lisa lives in Whitby with her husband Steve and her sons, Eric and Mathew.

The Regional Municipality of Durham
Social Services Department
Long-Term Care and Services for Seniors Division

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